MARINE BENEFITS

The Different Faces of the Seafarer

BMPF

March 7, 2019

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MARINE BENEFITS

Agenda

MENTAL HEALTH

- Health & wellbeing
- Psychology & Biology
- Re:fresh psychological results: and implications
- Health promotion
- Practical Tips

MARINE BENEFITS

WHO's Definition Of Health

…a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.

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Wellbeing

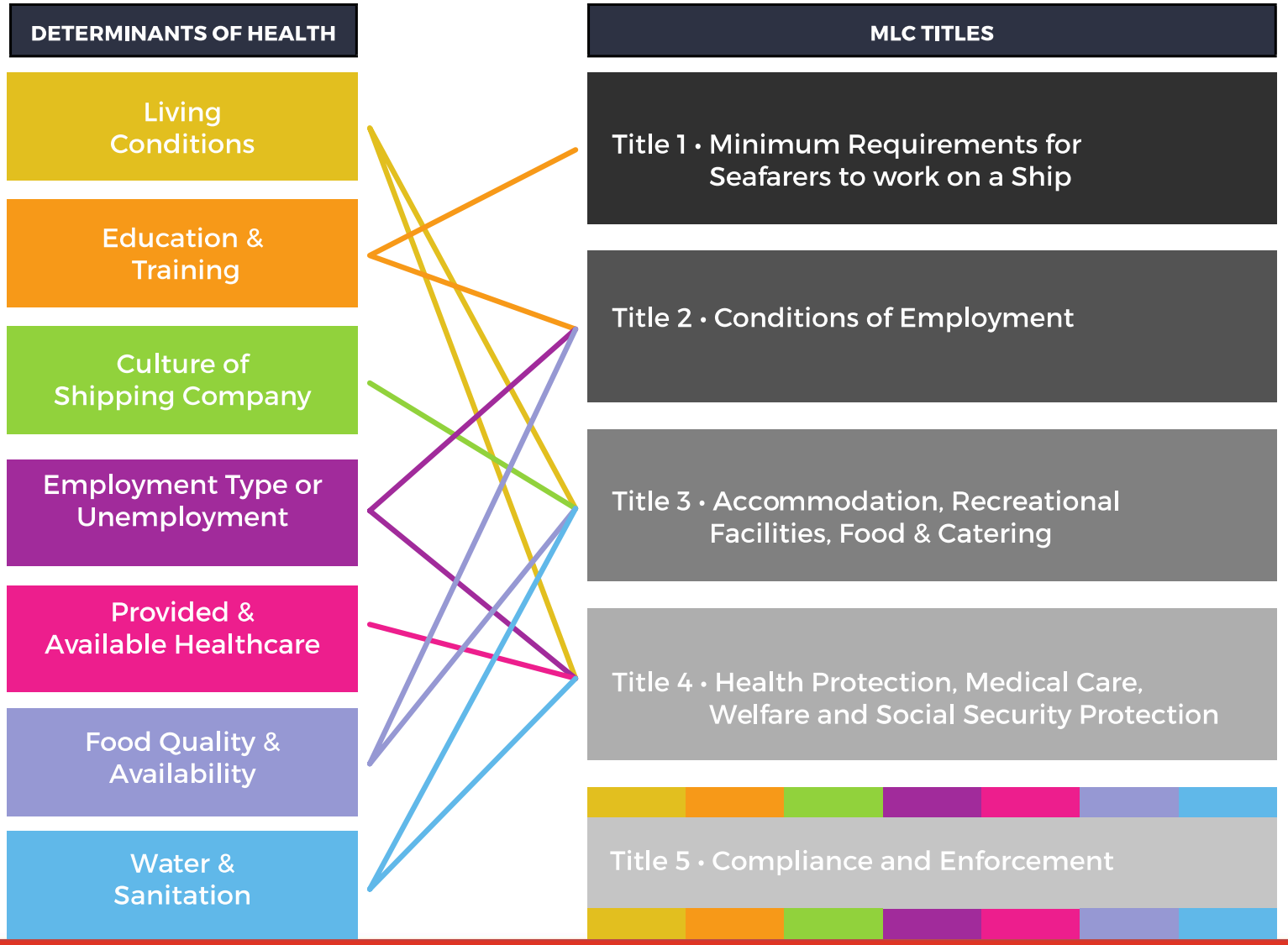
INDIVIDUAL ⟷ ENVIRONMENT

Public Health Approach

Maritime Version of what determines H&W for a seafarer
Non-medical causes of illness

Determinants of Health and MLC 2006

Maritime Version of what
determines H&W for a seafarer



Determinants of Health and MLC 2006

Maritime Version of what determines H&W for a seafarer. Non-medical causes of illness.

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700 million

People globally are estimated to have a mental disorder.

Depression, Anxiety, Bipolar affective disorder, Dementia, Autism, Intellectual disabilities Schizophrenia & Suicide

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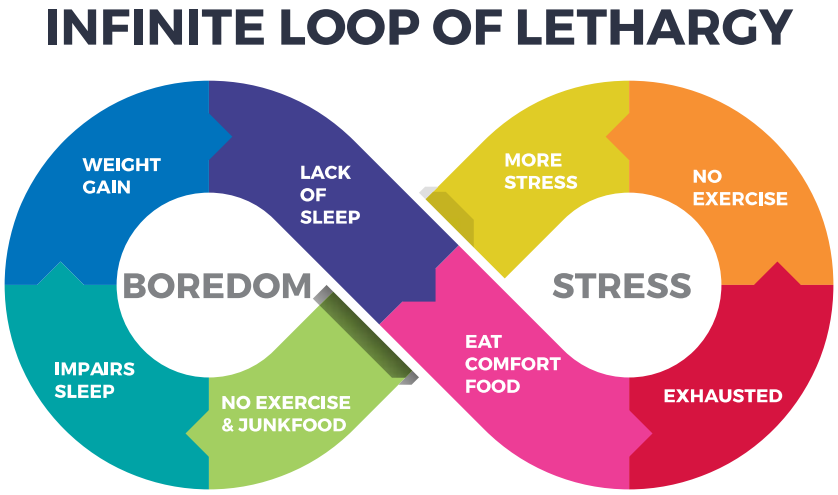
Psychology & Physiology



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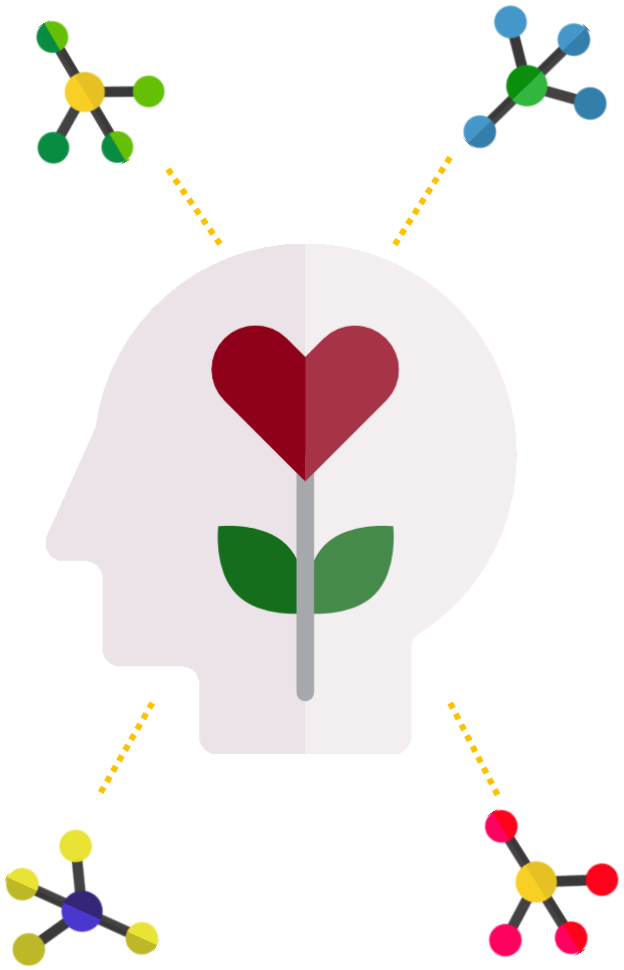
Happy Brain Chemicals

Serotonin
Mood and social behavior

Oxytocin
Feel Good



Dopamine
Reward feelings

Endorphin
Calming effect

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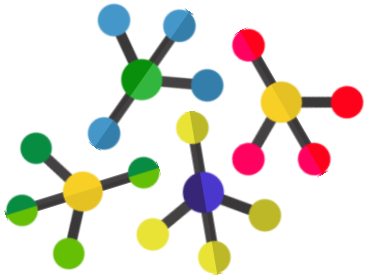
Neurotransmitters Produced By the Body



Increases feelings of contentedness
Regulates mood & social behavior
Promotes feelings of wellbeing
Reduces stress and anxiety
Boost immune system
Balance appetite
Increased focus
Social bonding
Pain relieving
Calming

Low levels:
Depression, Anxiety, Social phobia, Inability to handle stress, Mood swings Forgetfulness etc.

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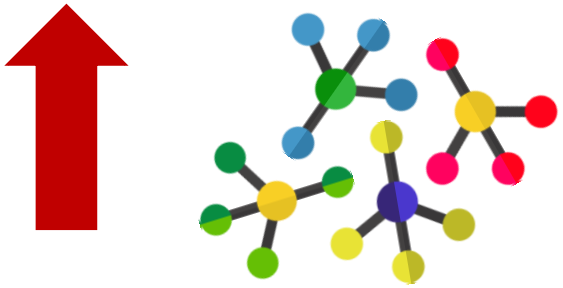
Boost your hormones



Exercise – Runner's high
Diet – good gut bacteria
Good food – chocolate
Laugh and socialize
Music
Spicy food
Party a little
Group activities – designed to be social
Warm and cold temperatures
Massage – physical contact
Meditation
Sleep

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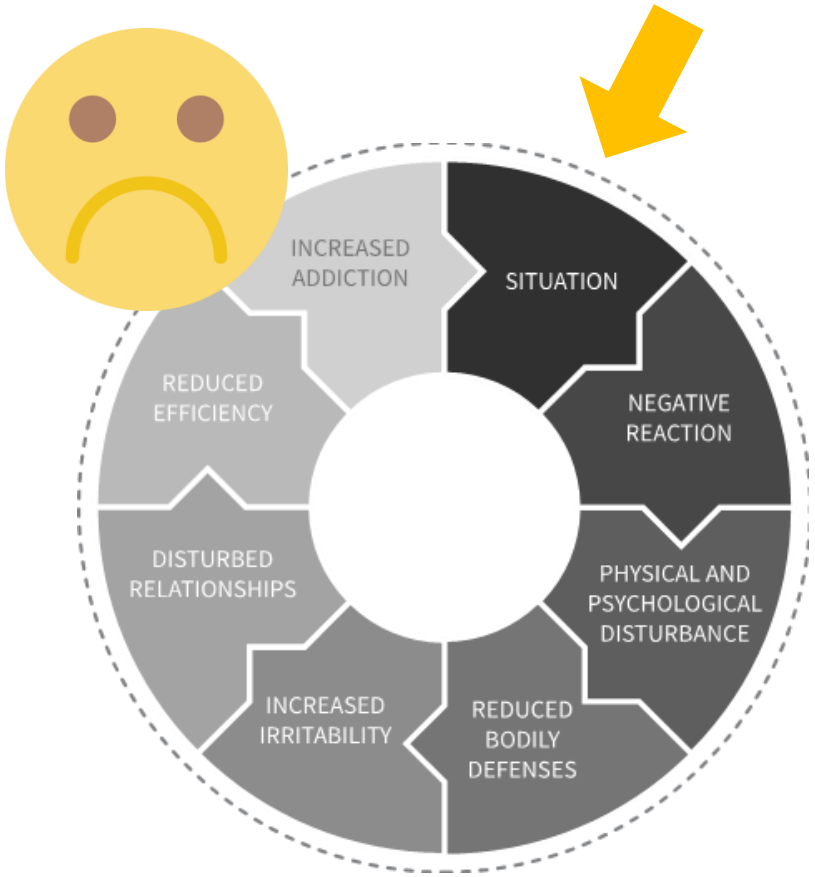
The Destructive Wellbeing circle



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The Empowering Wellbeing circle

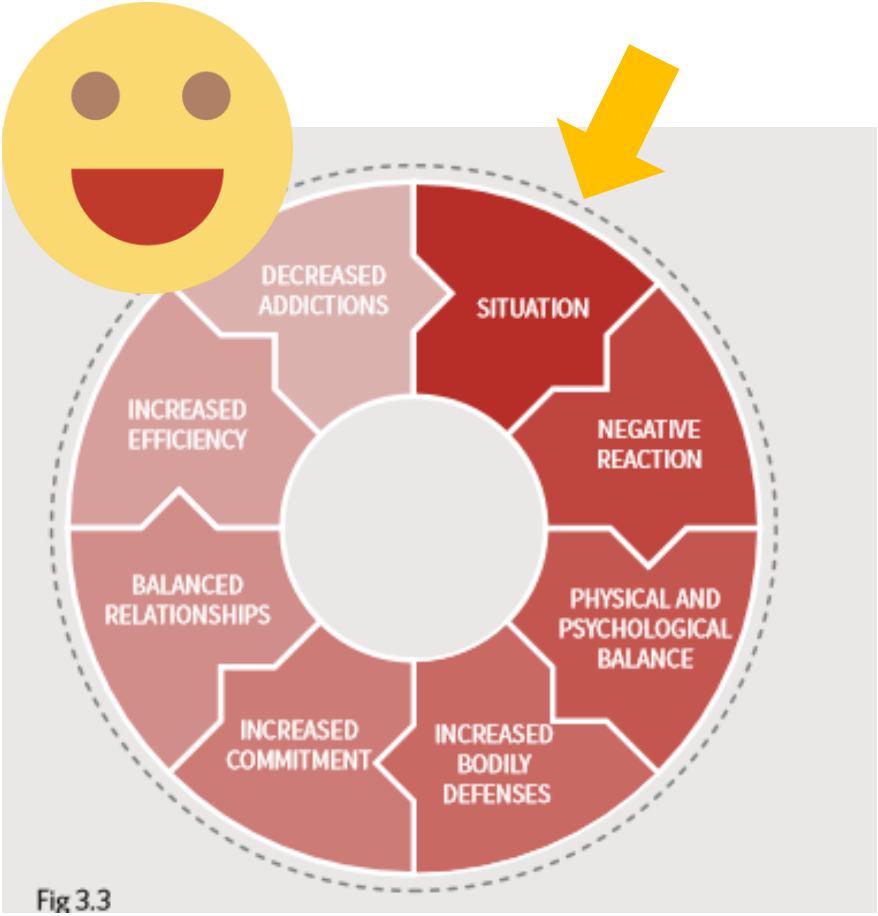


Fig 3.3

WHAT IS Re:fresh

Re:fresh is a management tool tracking health and wellbeing of seafaring crew through a systematic and holistic approach, emphasizing MLC objectives, based on Global Best Practice Models.

By doing so, physical, psychological, social and spiritual factors of health and wellbeing are taken into account. Re:fresh is also part of Marine Benefits Loss Prevention Program; a service we offer to our clients.

MARINE BENEFITS

Re:fresh
2018 India

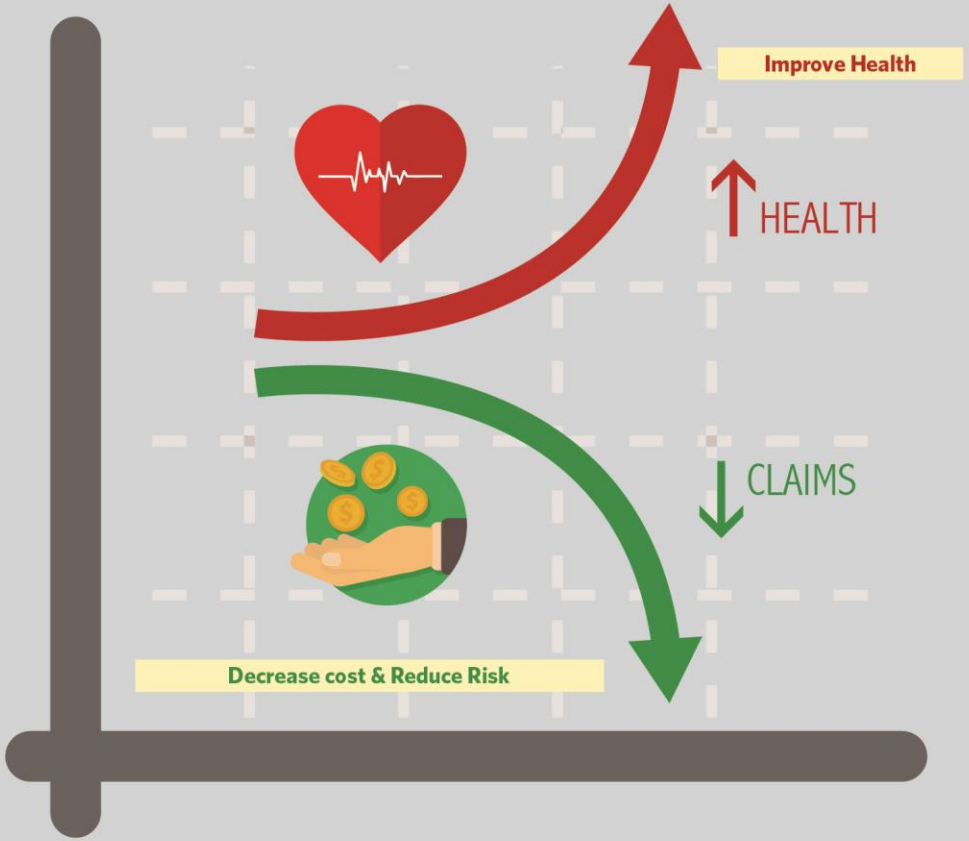
3,712 seafarers

2016 Philippines

2,405 seafarers

PHYSICAL · PYSCHOLOGICAL · SPIRITUAL · SOCIAL ·

Re:fresh



VISION

Re:fresh

The pure vision of Re:fresh is primarily to improve the health and wellbeing of the modern seaferer and as a consequence reduce the cost and the risk onboard the vessel. Making the ship a more safe environment.

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The part can never be well unless the whole is well.

Plato

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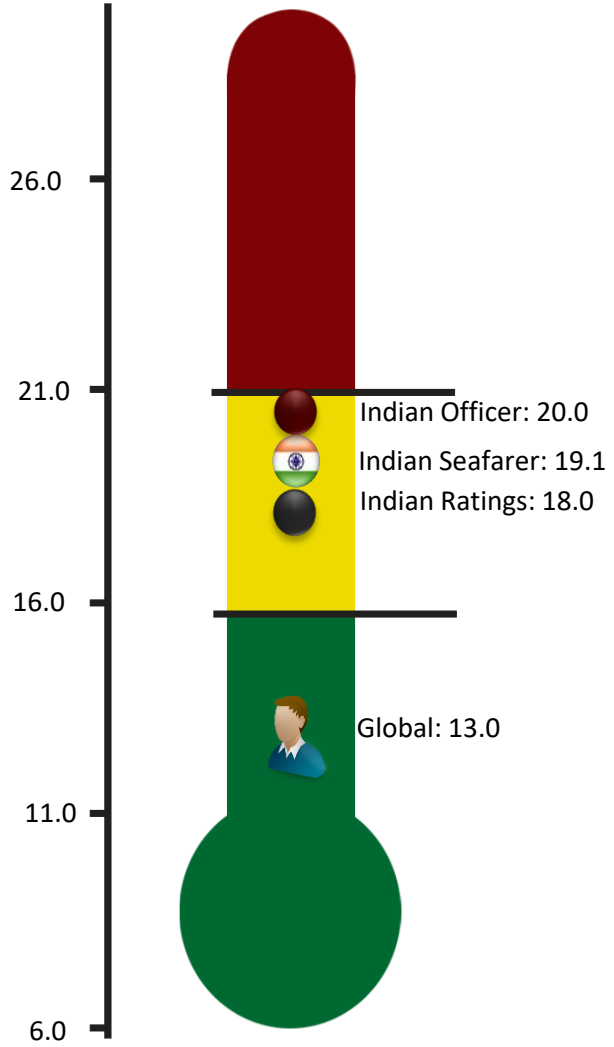
Stress

19.1

19.0



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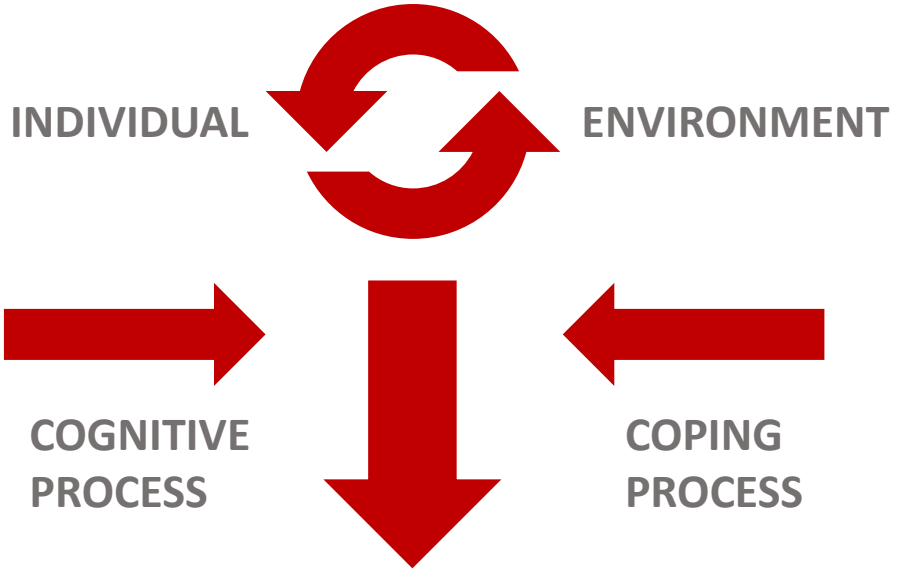
Stress

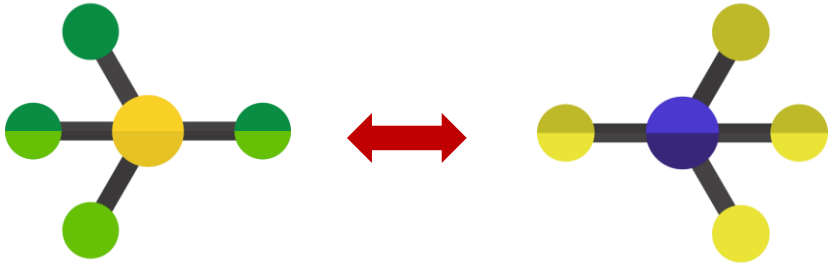
CONSEQUENCES OF STRESS	
Colds & Flu	Eczema & other Skin Disorders
Cancer	Stomach Ulcers
Depression	Heart Disease
PTSD	Asthma

MARINE BENEFITS

Stress



PSYCHOLOGICAL STRESS



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Turn Stressors into Growth Opportunities

BELIEF & ABILITY TO INFLUENCE THE OUTCOME

STRESS AS AN OPPORTUNITY TO LEARN AND GROW

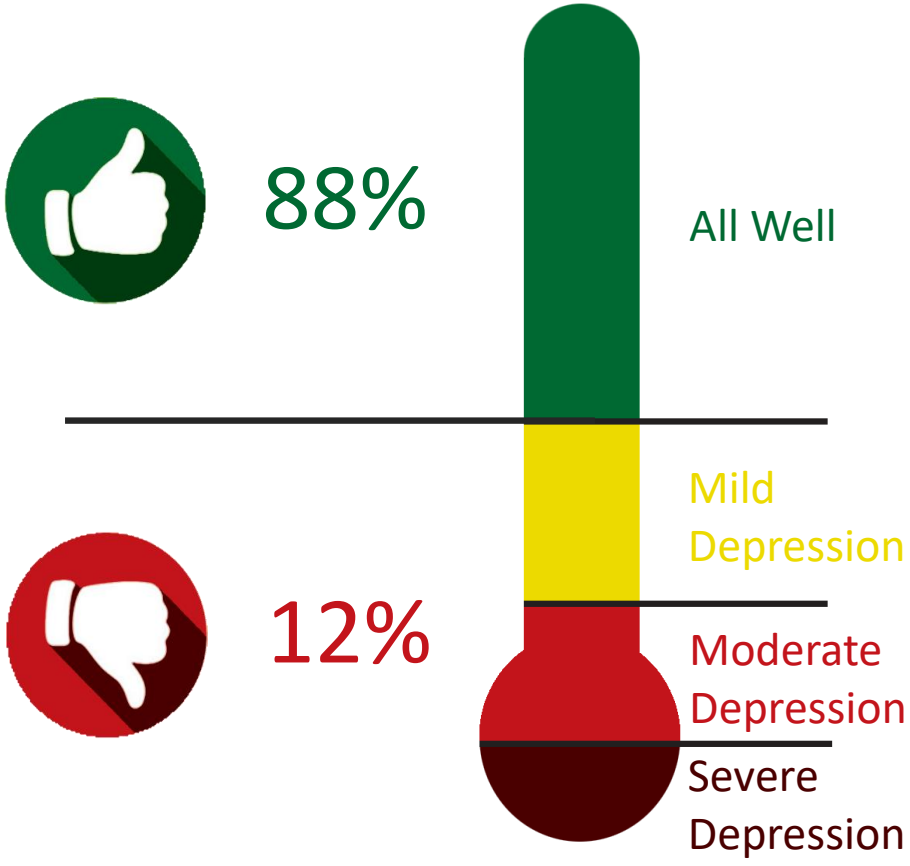
STAYING ENGAGED & A SENSE OF MEANING

MARINE BENEFITS

Depression

88% all well
12% Mild to moderate

92% all well
7% Mild to moderate



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Depression

>300 million

The leading cause of disability

Taboo in many cultures

SYMPTOMS

- Low mood
- Sadness
- Despair
- Guilt
- Low self-worth
- Disturbed sleep and appetite
- Poor concentration

CAUSE

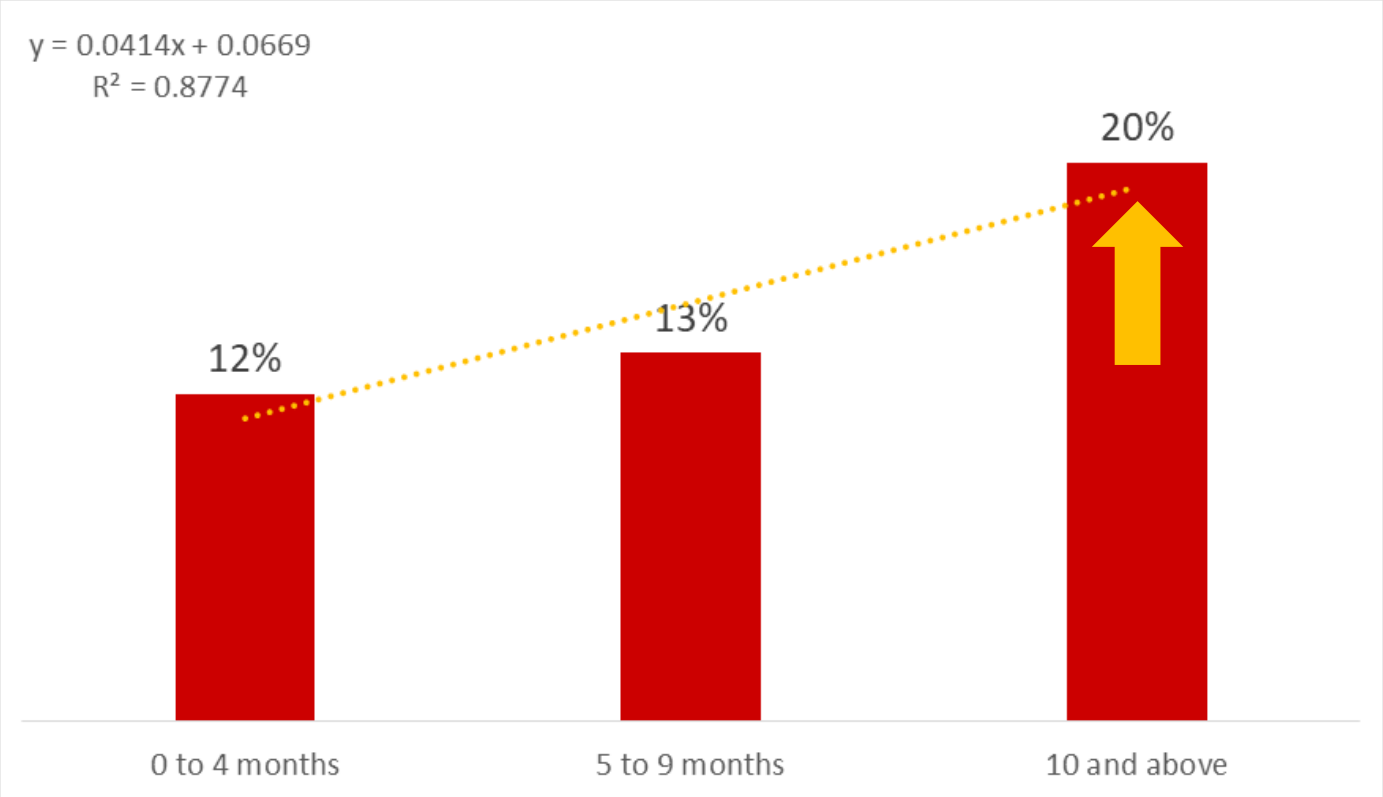
- Long exposure of stress
- Sleep deprivation & fatigue
- Loneliness
- Poor social support

RISK

- Cardiovascular disease
- Inactivity (risk factor in itself)
- Poor quality of life
- Increased illness & mortality

Depression

Months onboard



Result:

Depression is relatively stable from 0 to 9 months onboard, but is growing exponentially from 10 months.

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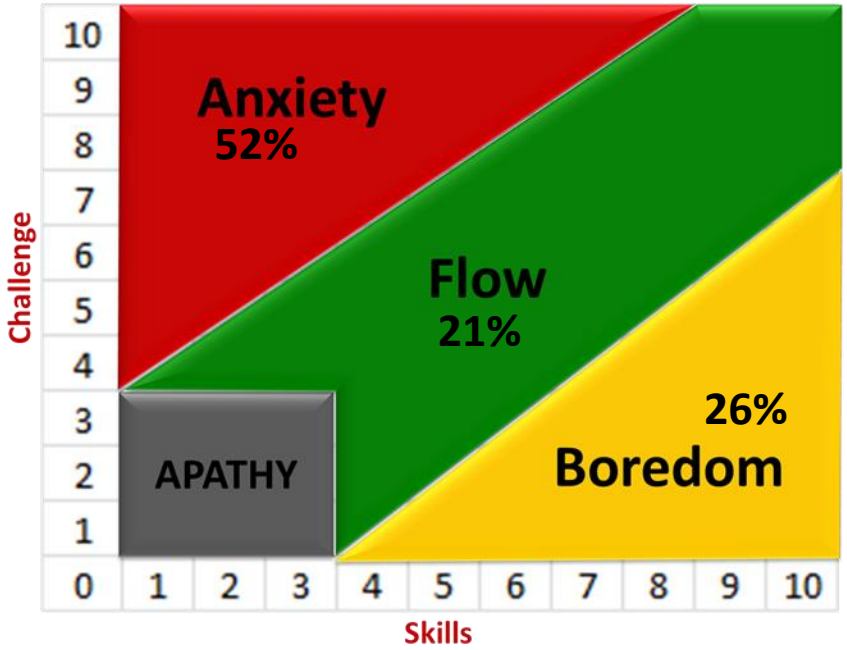
FLOW

21%

34,3%

The Balance between Skills and Challenges

A person in Flow is happy, motivated, focused, and in control. Usually, they perform 5 times better and are less prone to risks.



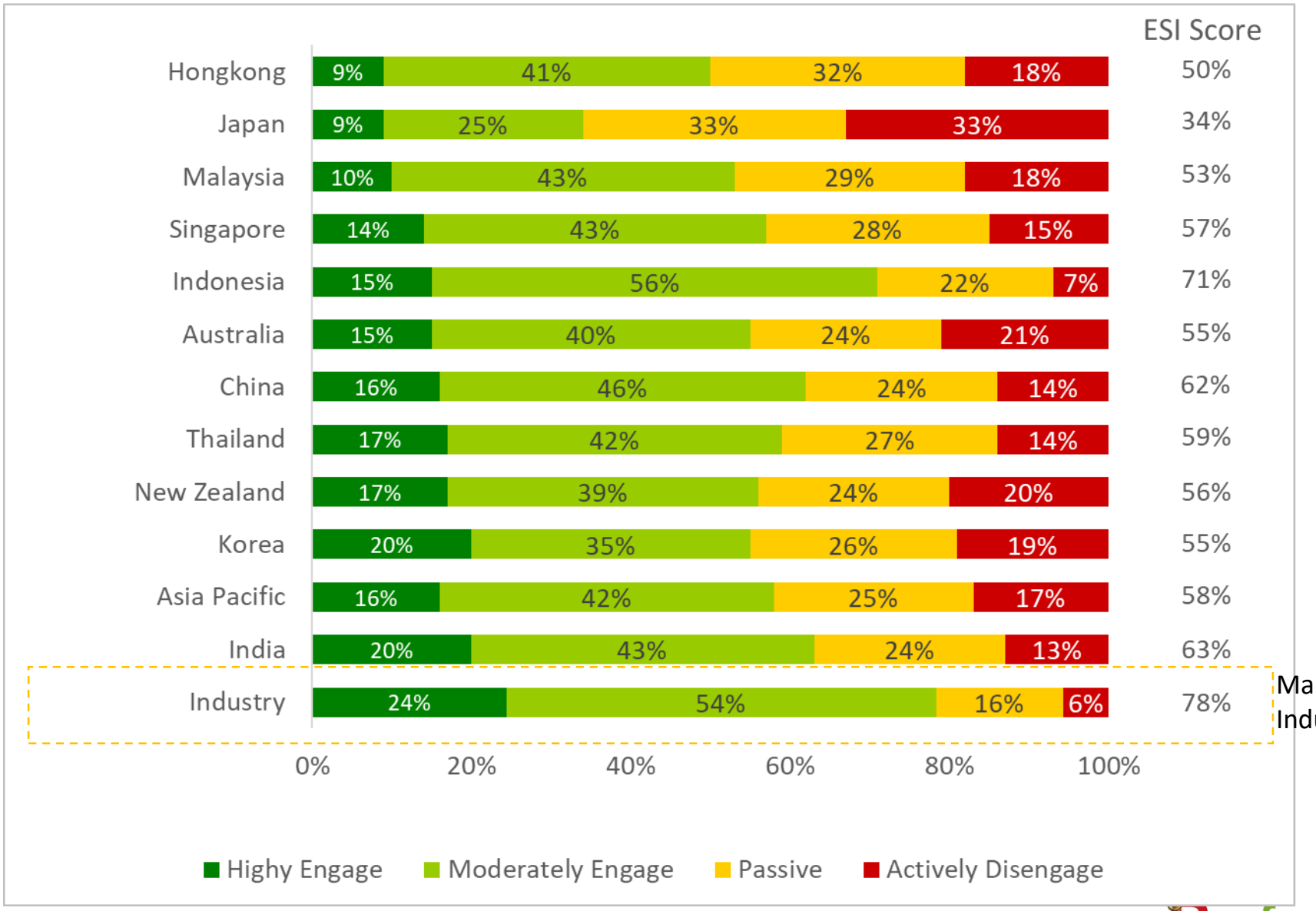
When challenges and skills are out of balance, 78% pose some kind of risk.

MARINE BENEFITS

Employee Satisfaction Index

Employee Satisfaction

All Industries (Globally) vs. Indian Seafarer



Re:fresh

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Employee Satisfaction

1. A SENSE OF MEANING & PURPOSE
2. THE COMPANY MANAGEMENT AND LEADERSHIP
3. BALANCE BETWEEN THE AMOUNT OF WORK ASSIGNED AND TIMELINES FOR TASK COMPLETION
4. ABILITY TO INFLUENCE WORKING CONDITIONS
5. ACHIEVEMENTS, BIG OR SMALL
6. SOCIAL RELATIONSHIPS WITHIN THE WORKPLACE

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Know your workforce

1982-2001

THE MILLENIAL:

- Diverse generation
- Most educated ever
- Tech savvy
- Changes employer often
- Socially conscious
- Drilled to be unique and special
- Low trust

NEEDS:

- Coaching & mentoring
- Collaboration – teamwork
- Clear job assessment criteria
- Motivation – fear of being criticized

VALUES:

- Compensation
- Flexibility
- Make a difference

MARINE BENEFITS

Employee Net Promoter Score

Company ambassador

PROMOTER 9 or 10

People who feel that their lives are enriched by the organization and leaders. They behave like loyal employees, typically staying longer and talking the organization up to their friends and colleagues. Promoters go the extra mile to help customers or colleagues.

PASSIVE 7 & 8

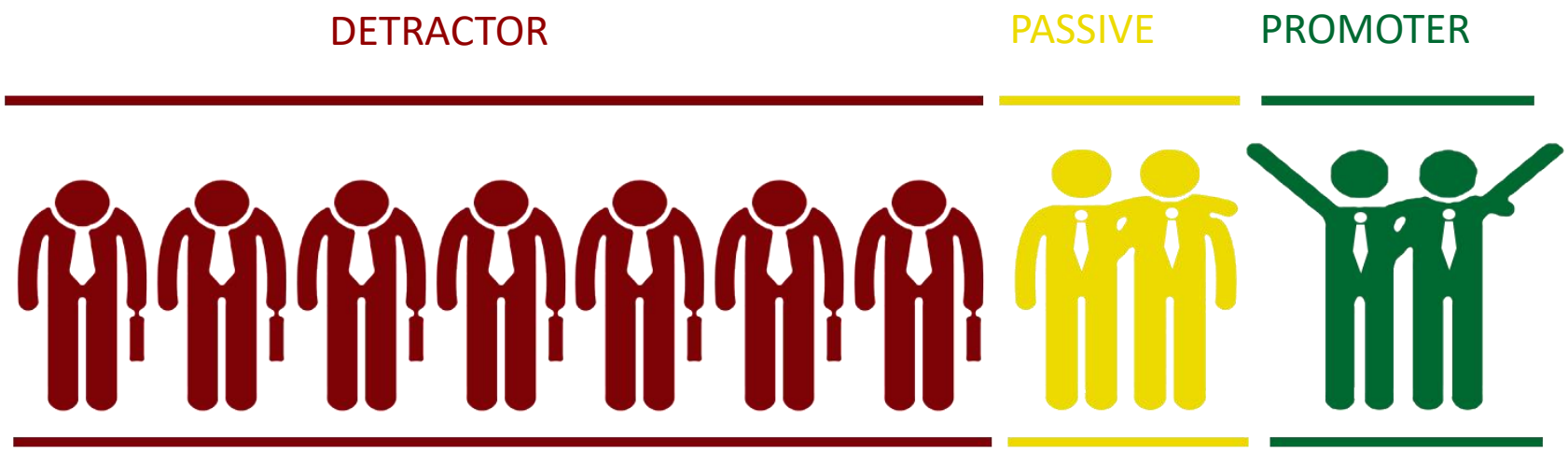
People who are satisfied, but not loyal employees. They rarely talk up their companies, and when they do, it's likely to be qualified and unenthusiastic. If a better offer comes along, they are likely to defect.

DETRACTORS SCORE 0 TO 6

People who feel their lives have been diminished by their associations with their organizations or leaders. They are dissatisfied and even dismayed by how they are treated. They frequently speak negatively about their organizations and are likely to leave as soon as they find something better.

eNPS – Employee Net Promoter Score

Company Ambassador



	13%	37%	50%	37% or 8.2
	18%	39%	43%	25% or 8.0
	17%	39%	44%	27% or 8.0

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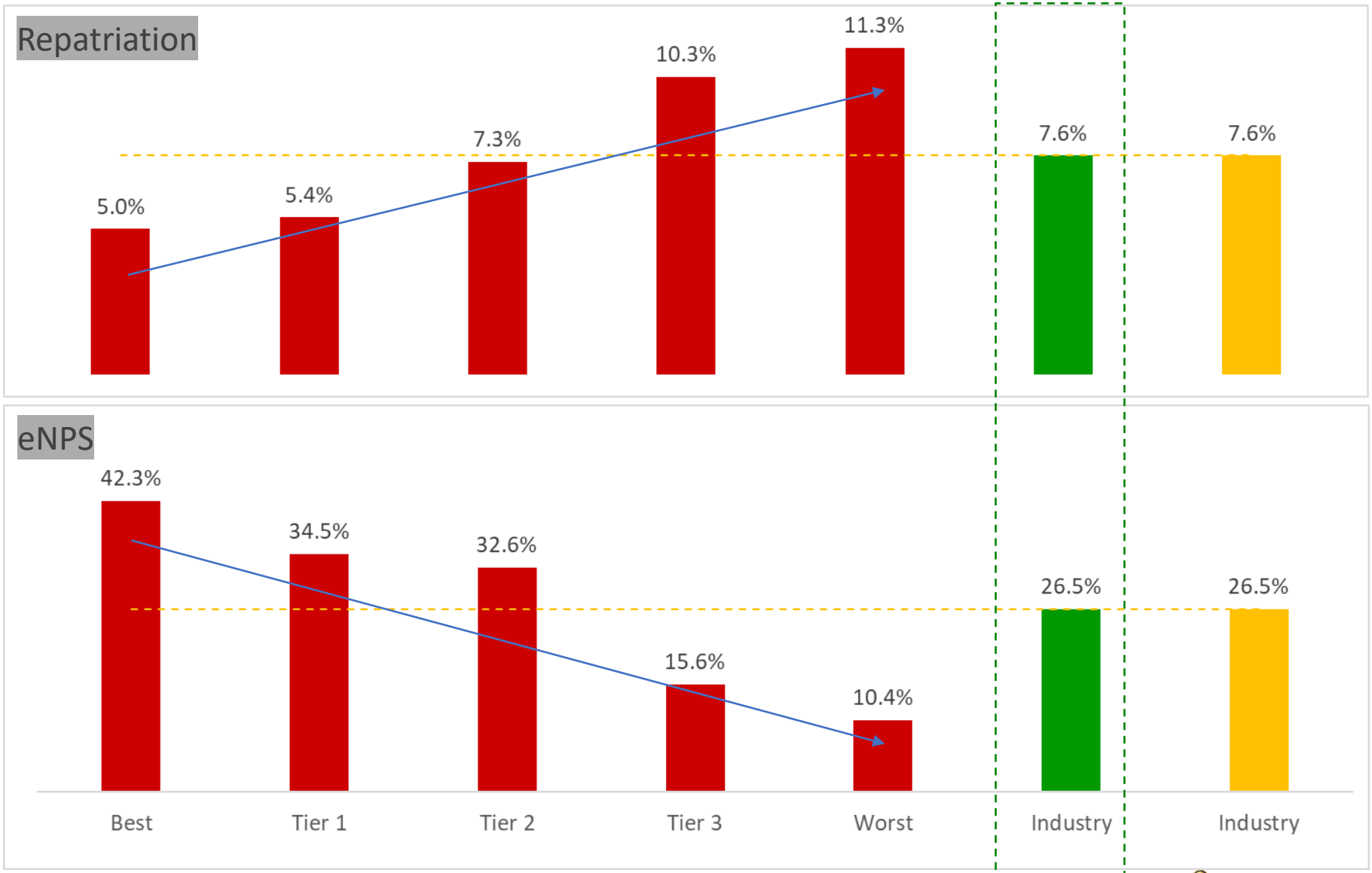
eNPS

PROMOTER

- Happier
- Less stressed
- Less depressed
- Sleep better
- Exercise more often, longer and harder
- Are more fit – lower fitness age
- Enjoy their work more
- More productive
- Less lonely
- Less overall worries
- Less heart issues
- Promoters take care of their health

Have been Repatriated

Correlation Coefficient to eNPS: -98%

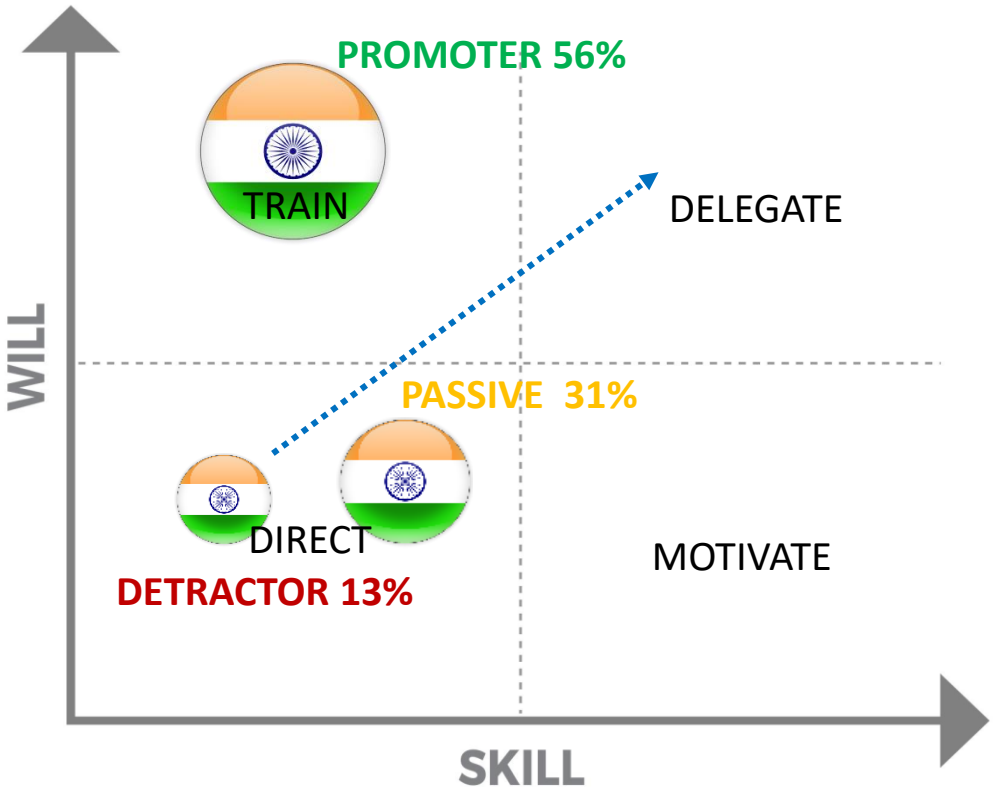


For Individual Company, the correlation coefficient is -35%

Will and Skill Quadrants

Management Tool – eNPS plotted in the Will Skill Matrix

How to move a **Detractor** or **Passive** to become a **Promoter**



Delegate: An experienced person who is looking for more opportunities to grow and has both the skill and will to carry out the task.

Train & Guide: A person who is new to the task, lacks the necessary skills, but is enthusiastic and has a desire to complete it

Motivate: A skilled and experienced person who has lost his motivation, plateaued and in need of new challenges.

Direct: This person has neither the skills or will to carry out the task. He might be a beginner with low confidence, and afraid to fail. Or he never desired the task to start with[7].

Will is the individual's desire to complete a particular task based on attitude, incentives, confidence, and personal feelings. **Skill** is the individual's capabilities based on his/her own experience with the task, knowledge, and natural ability. **DELEGATE** – Additional onboard challenges, **MOTIVATE** – Onboard Social activities, **TRAIN & GUIDE** – Classroom training & onboard Mentoring, **DIRECT** – Onboard training – through RIGHT execution daily.

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Subjective Happiness

If the INDIAN Seafarers were its own nation, it would rank # 1

5.52

1	Finland	5.34
2	Norway	5.32
3	Denmark	5.29
4	Iceland	5.25
5	Switzerland	5.24
6	Netherland	5.21
7	Canada	5.13
8	New Zealand	5.13
9	Sweden	5.12
10	Australia	5.10

5.24

MARINE BENEFITS

Possible causes of stress and depression

Loneliness
Lack of sleep
Wrong diet
Insufficient exercise
Social media

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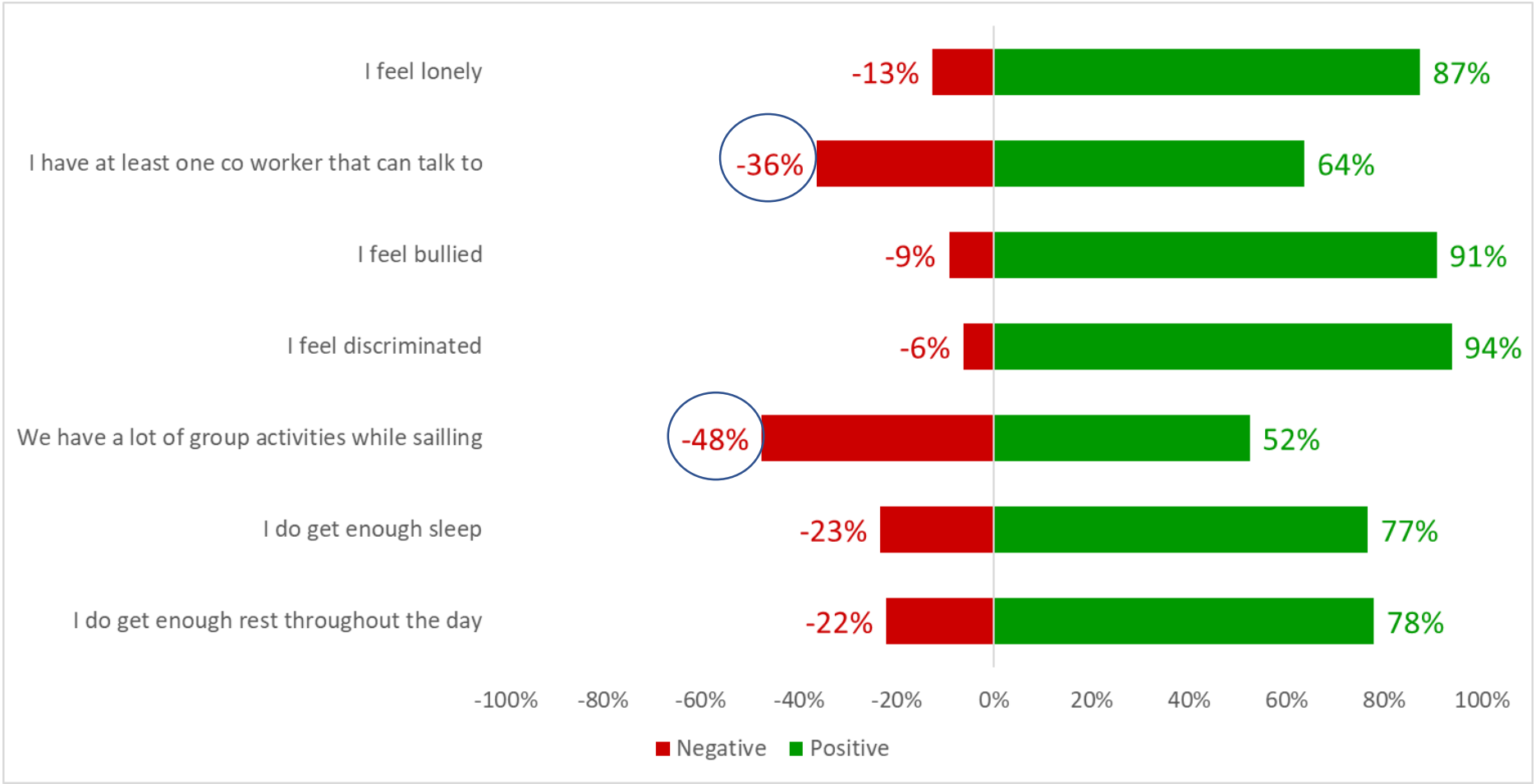
Social relationships are crucial for survival.

Lack of social connection is a risk factor for premature mortality.

Other Concerns - Industry

Feelings of loneliness, social relationships activities on board



13% are lonely
36% feel they don't have anyone to talk to
48% feel they need more group activities onboard.

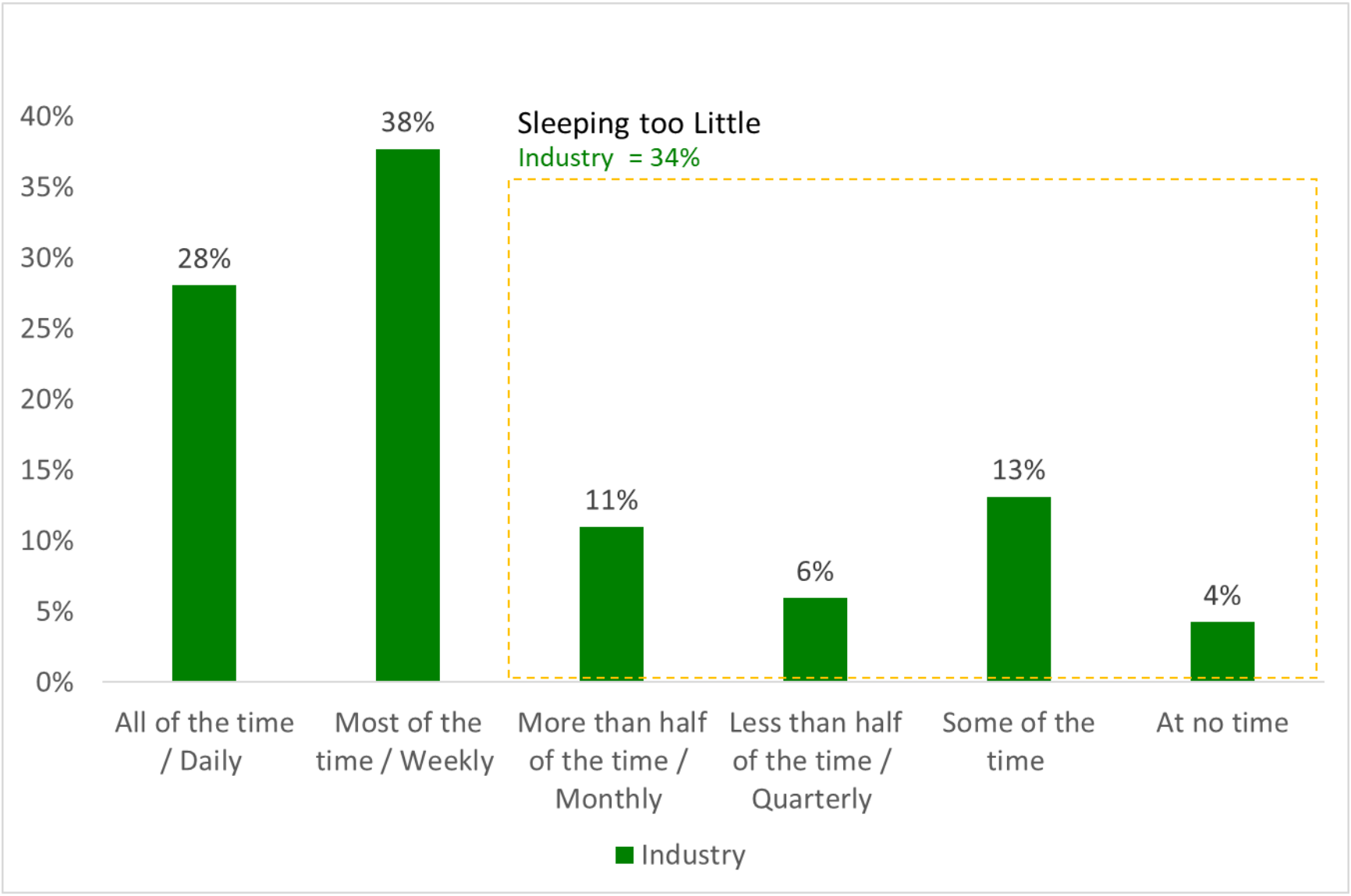
MARINE BENEFITS

Social relationships are crucial for survival.

Lack of social connection is a risk factor for premature mortality.

Sleep

Do they get enough sleep?



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Negative effects of Insufficient sleep

NEGATIVE EFFECTS OF INSUFFICIENT SLEEP
Distractibility
Affects Health
Poor Organization Skills
Poor Motivation and Attention
Irritability
Easily Frustrated
Depression
Anxiety
Defiance

Diet

pH Level

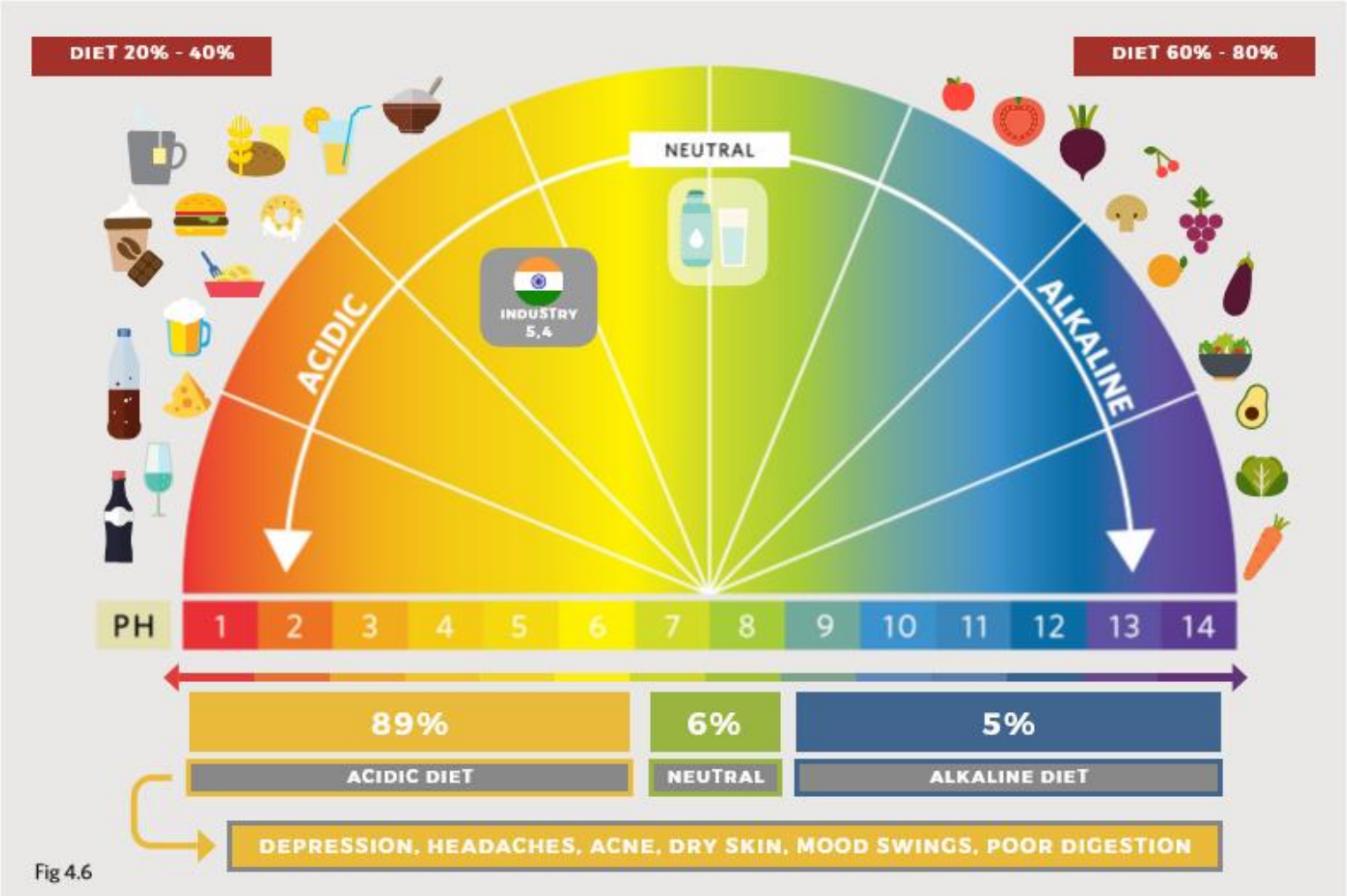


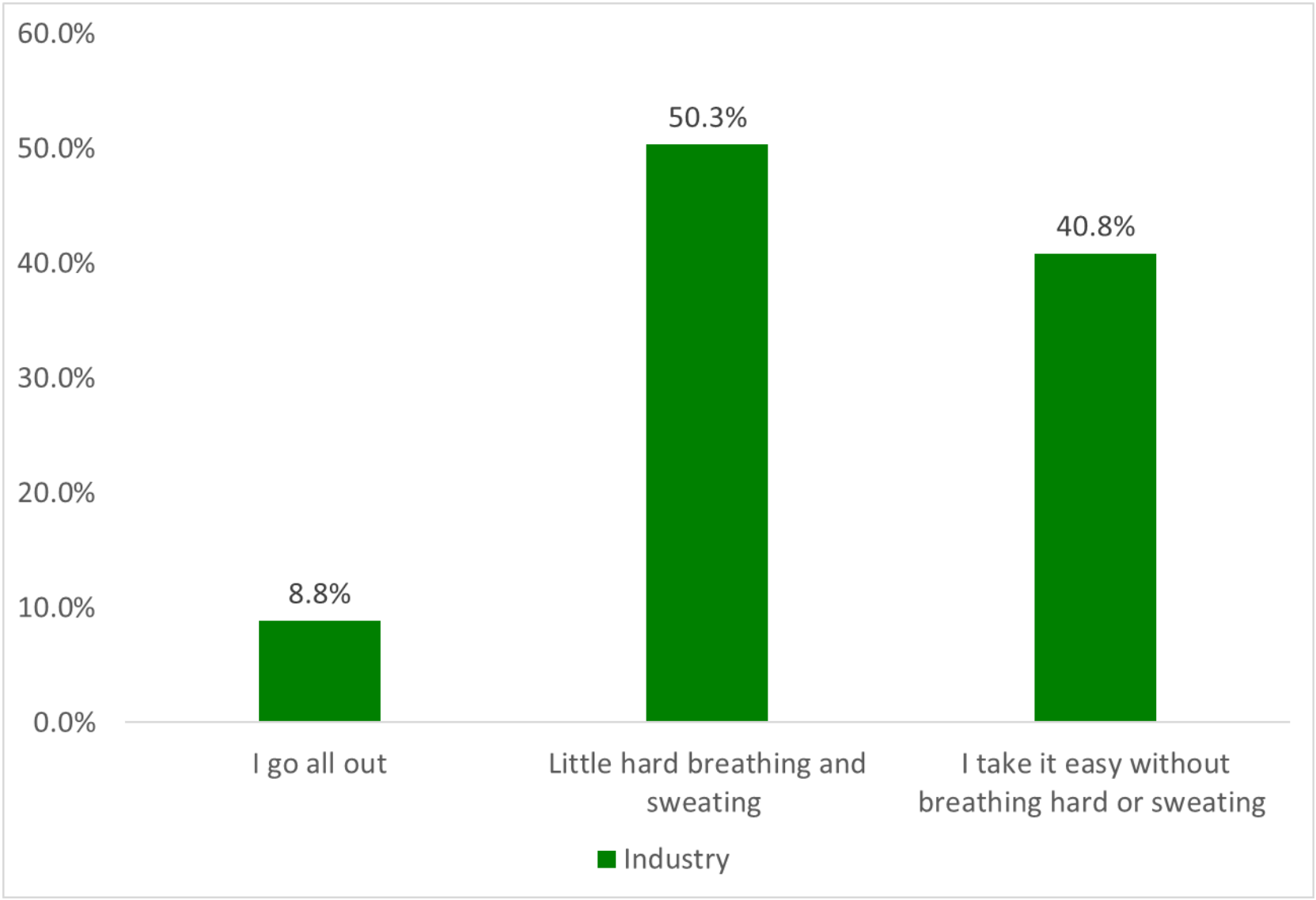
Fig 4.6

Our ideal pH level should be slightly alkaline – 7.30 to 7.45 .

Basically, an imbalance of pH in the body allows diseases and illness to take root, primarily if your body is too acidic. To make it easy; ***eat real food***, as close the it's natural form as possible. Stay away from highly processed food (chips, fries, coke, sausage, factory made cookies, etc. and ***increase*** vegetable and fruit intake. ***Reduce*** processed carbohydrates in the form of bread, cakes, pasta & rice.

Exercise Habits

Intensity



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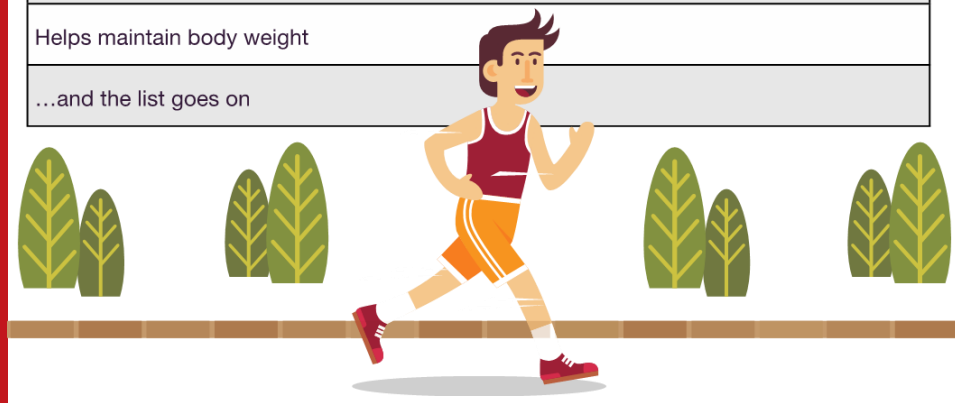
Benefits of physical activity

BENEFITS OF PHYSICAL ACTIVITY
Prolongs life with several years
Improves psychological wellbeing
Leads to more self-confidence and higher self-esteem
Improves memory and concentration
Reduces risk of depression and anxiety
Has a well proven protection against NCDs (non-communicable diseases) such as coronary heart disease, Type 2 diabetes, osteoporosis and dementia.
Reduces the risk of several common cancers
Strengthens the heart and muscles
Improves coordination and balance which reduces the chances of falling
Helps maintain body weight
…and the list goes on



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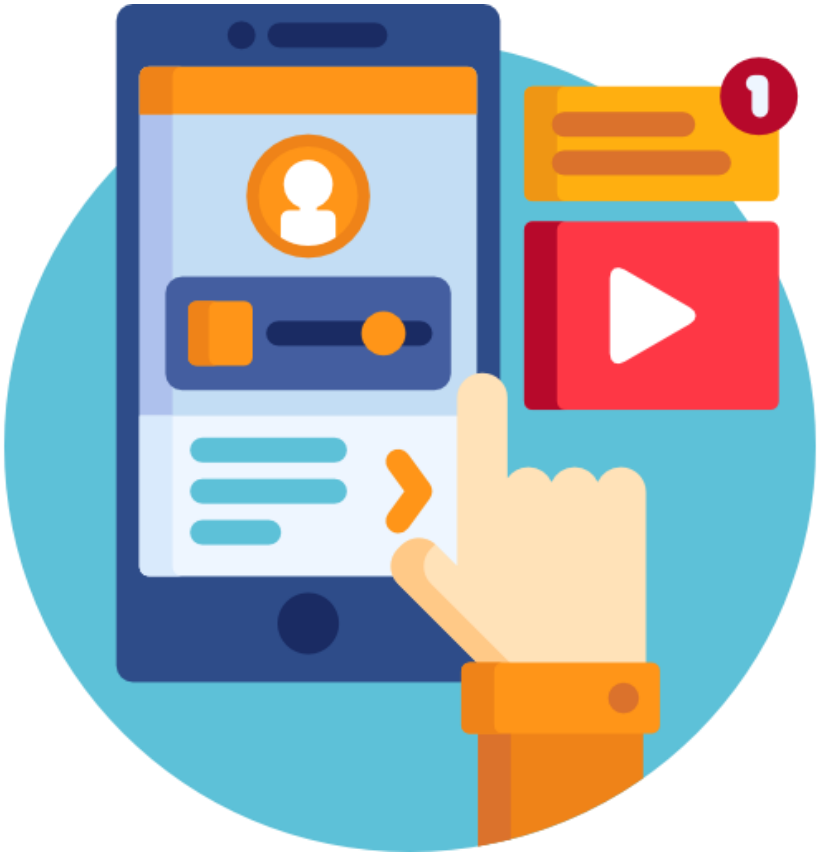
A Race to the bottom of the brainstem

How Your Brain Is Getting Hacked
Tristan Harris - Ted Talk

Spike in dopamine
Designed to be addictive



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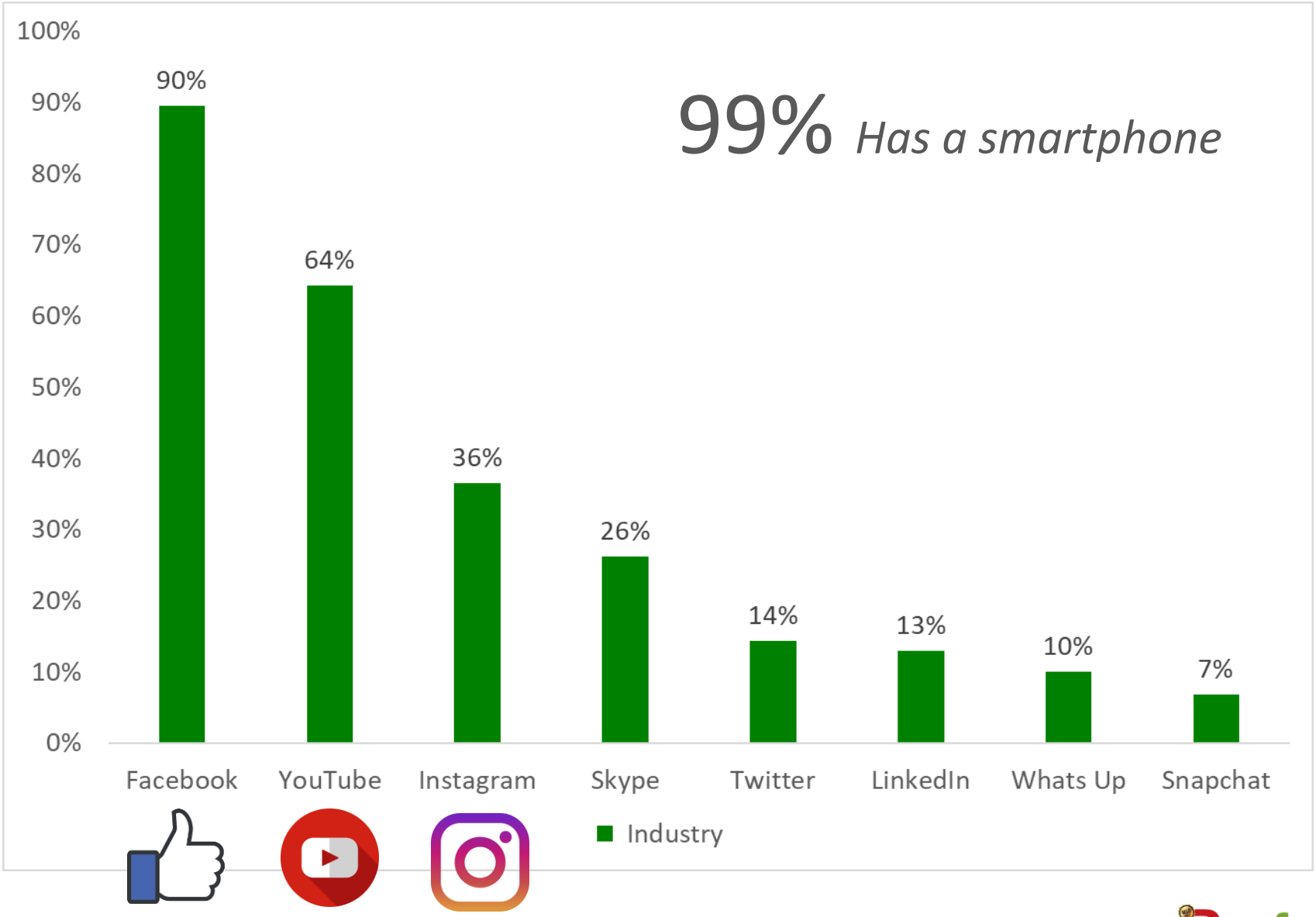
Loneliness
Low self-esteem
Depression

Social Media

Social Media Platforms Used



MARINE BENEFITS

Now What?

Back to Basics

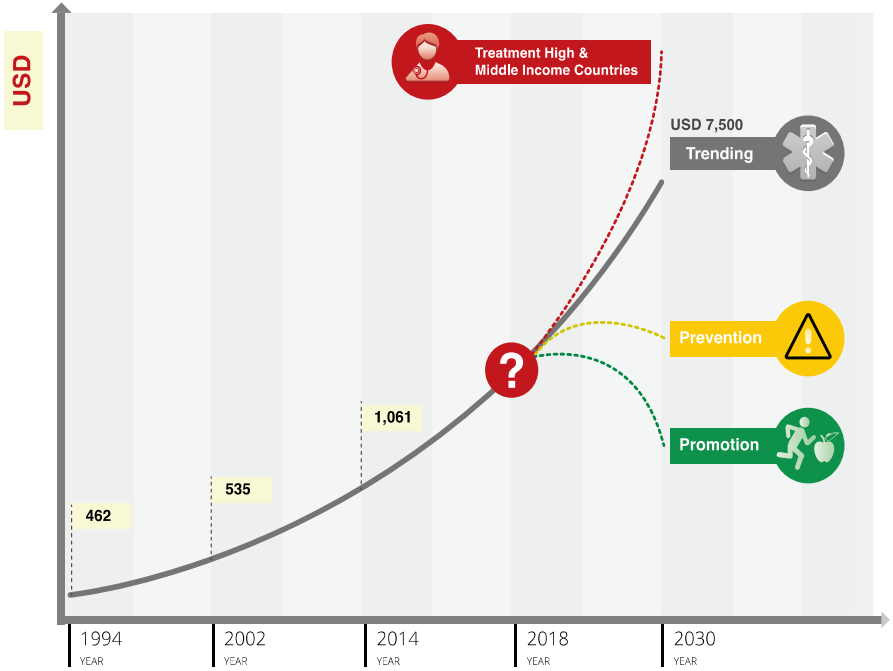
Physical behavior influencing psychological wellbeing

MARINE BENEFITS

An ounce of prevention is worth a pound of cure.

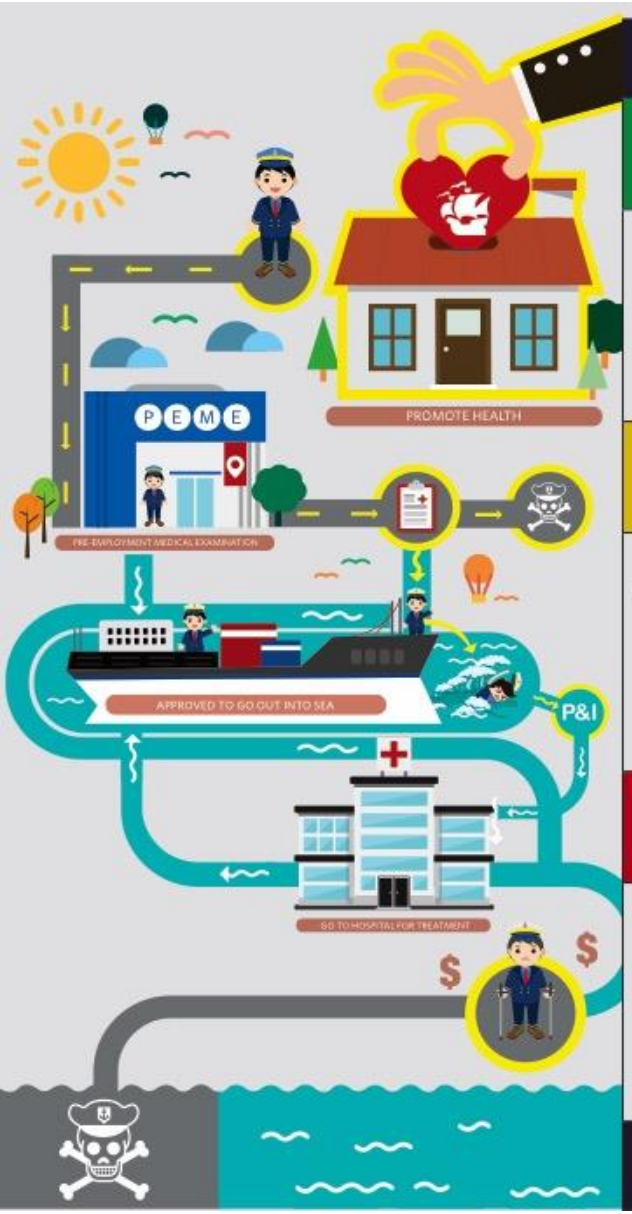
Thomas Edison

INVEST IN HEALTH PROMOTION



Health as an Investment

Health Promotion at the Workplace



UPSTREAM
HEALTH PROMOTION
PRIMARY PREVENTION ↓ PROACTIVE APPROACH
DISEASE PREVENTION
SECONDARY PREVENTION ↓ REACTIVE & PROACTIVE APPROACH
DISEASE TREATMENT
TERTIARY PREVENTION ↓ REACTIVE APPROACH
DOWNSTREAM

UPSTREAM	
MAINTAIN HEALTH & AVOID HEALTH RISK FACTORS	
LIFESTYLE FACTORS: Diet, Physical Activity, Smoking, Alcohol, Stress, Lack of Sleep	**ROI** : HIGH **COST** : LOW Long Term & Sustainable Results
MANAGE RISK FACTORS & AVOID GETTING DISEASE	
HEALTH RISK FACTORS: Obesity, Sedentary Lifestyle, High BP, Stress	**ROI** : MEDIUM TO LOW **COST** : MINIMIZE POTENTIAL FUTURE COST Imminent Results
TREAT OR SOFTEN IMPACT OF ONGOING DISEASE	
NON-COMMUNICABLE DISEASES: Heart Disease, Stroke, Diabetes, Cancer	**ROI** : LOW TO NEGATIVE **COST** : HIGH Immediate Results
DOWNSTREAM	

MARINE BENEFITS

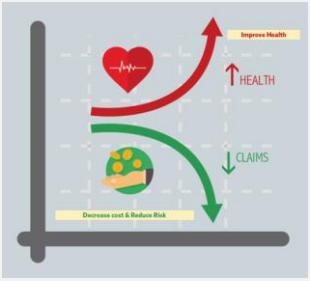
Health is not valued until sickness comes

Prevent the preventable

POSITIVE EFFECTS OF HEALTH PROMOTION
Keep employees and seafarers healthy
Increase retention rates
Increase productivity
Improve morale
Improve loyalty and customer satisfaction
Fewer claims
Fewer not-fit-for duty (PEME)
Fewer repatriations due to illness
Seafarer: more healthy years of work

Ex. Addressing Stress

Make a Strategic Plan -

Level	Health Promotion	Disease Prevention	Disease Treatment	Outcome
Organization	• Improve work content • Fitness program • Career development	• Improve communication & decision making • Conflict management	• Vocational rehab • Out placement	• Productivity • Turnover • Absenteeism • Financial claims
Individual & Organization	• Time management • Improve interpersonal skills • Work/home balance	• Peer support groups • Coaching • Career planning	• Post traumatic stress assistance • Group psychotherapy	• Job stressors • Demand control • Support • Role ambiguity • Relationships
Individual	• Pre-employment medical exam • Stress management	• Cognitive/mental • Behavioral/social Techniques • Relaxation	• Rehab after sick leave • Disability management • Individual psychotherapy	• Mood states • Psychosomatic complaints • Subjective experienced stress • Psychological parameters • Sleep • Disturbances • Health balance
COST	**ROI:** High **Cost**: Low	**ROI:** Medium **Cost**: Minimize potetial future cost	**ROI:** Low to negative **Cost**: High	

MARINE BENEFITS

Practical Tips

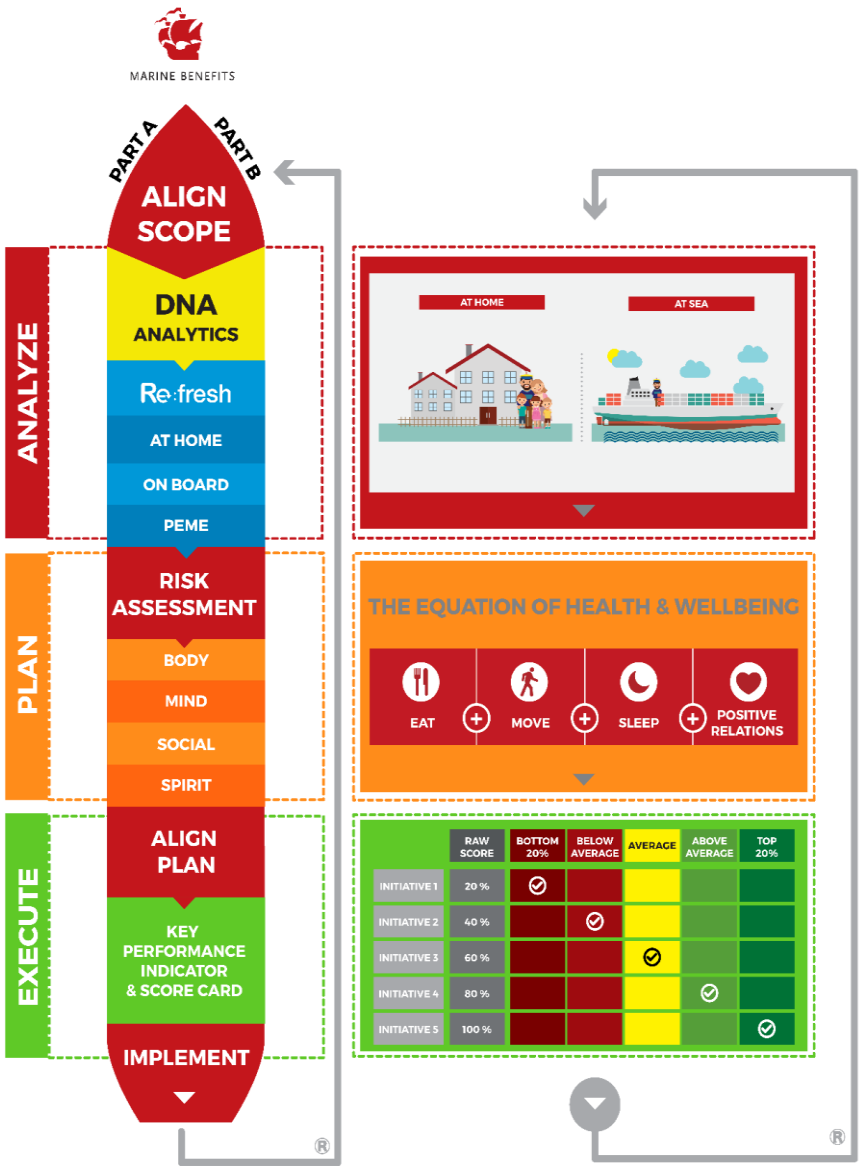
Successful Initiatives

FROM EXPERIENCE:

- Require a hobby
- Fun Sunday
- Regular & organized physical activites
- Music
- Limit WiFi – time & space
- Healthy food – limit junk food – brown rice
- Group activites – both fun and work
- Psychological test – PEME
- Create meaning
- Be proud of job – abandon victim mentality

MARINE BENEFITS

The Journey



Re:fresh

Sum-up

Back to Basics

So simple yet so difficult

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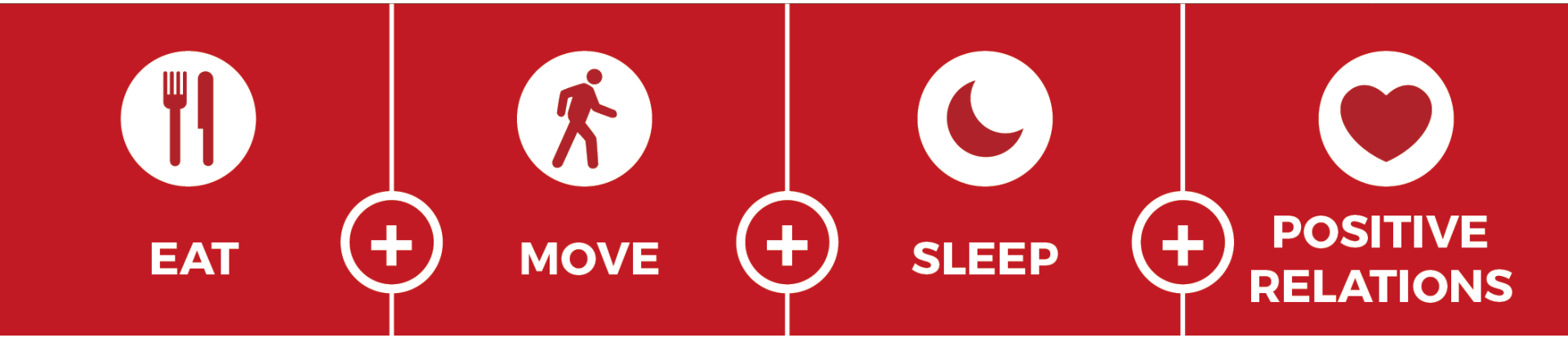

Don’t hesitate to contact me if you have any questions:

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THANK YOU!

Re:fresh